



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21739	Integrity Business College

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	227	144	64%
Employer satisfaction	5	0	0%

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

In 2016 we modified our customer service role, providing greater ongoing contact with employers, which we had expected to result in an improvement in response rate. Although we have better, and frequent communication with our employers and host employers, the response rate remains low. This is despite our team collecting internal employer surveys at each workplace visit.

We intend in 2019 to utilise the automated function within aXcelerate to send an employer satisfaction survey to all employers and host employers in November to address the low response rate.

In 2018 we had a majority of male students (opposite for 2017) which is expected as the majority of our students are male SBAT's. Interestingly our response rate from students has increased from 60% to 64%.



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

In the last 2 years training material quality was highlighted as an issue. It is pleasing to see that this has significantly improved in 2018 data. All of our resources have now been updated and contextualised. We have moved to a cloud based LMS which we would hope to improve the efficiency of this process, especially for our regional based students.

What does the survey feedback tell you about your organisation's performance?

The survey results show that the changes initiated in 2017 with the implementation of a SBAT coordinator role, and increased customer relations officers, have improved the learner engagement response rates. In 2018 we continued to develop the customer relations roles and updating our CRM to allow for more tailored and comprehensive customer service initiatives. The benefits of these are starting to show through.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

Integrity has initiated online delivery of feedback through our student management system. These are analyzed by our marketing team to ensure that small issues are dealt with quickly. These are fed into the operational meetings and Board meeting to ensure a whole organisation approach.

How will/do you monitor the effectiveness of these actions?

Integrity continue meeting with employers on a quarterly basis to ensure suggestions made are followed through. Our training and assessment strategies have been significantly reviewed to meet industry feedback as gained from our formal meetings and these will continue throughout 2019.